

# Public Service Commission Incidents Report

1/1/2010 to 1/31/2010 as of 2/1/2010

## Public Service Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents Bottom Number - FCR Met	
				Low	Total
Metro A Desktop Support	PC/Laptop	None	None	1	1
				1	1
		Total	1	1	
			1	1	
		Virus	None	1	1
				1	1
	Total	1	1		
1		1			
	Total			2	2
			2	2	
	Total			2	2
			2	2	
Voice Operations	Telecom	Call/Receive	None	1	1
				0	0
		Total	1	1	
			0	0	
		Total			1
			0	0	
	Total			1	1
			0	0	

	Low	Total
Total	3 2	3 2

# Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes. Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - Missed Initial Responses	
				Low	Total
Metro A Desktop Support	PC/Laptop	None	None	10	10
			Total	10	10
		Virus	None	10	10
			Total	10	10
		Total		20	20
		Total			20
	Voice Operations	Telecom	Call/Receive	None	10
Total				10	10
Total			10	10	
Total			10	10	
Total				30	30

# Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes. Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	Total
Metro A Desktop Support	PC/Laptop	None	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Virus	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		2 0.00	2 0.00
	Total			2 0.00	2 0.00
Voice Operations	Telecom	Call/Receive	None	1 0.48	1 0.48
			Total	1 0.48	1 0.48
		Total		1 0.48	1 0.48
	Total			1 0.48	1 0.48
Total				3 0.24	3 0.24

# Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - Missed Resolution	
				Low	Total
Metro A Desktop Support	PC/Laptop	None		1 0	1 0
			Total	1 0	1 0
		Virus	None	1 0	1 0
			Total	1 0	1 0
		Total		2 0	2 0
		Total			2 0
	Voice Operations	Telecom	Call/Receive	None	1 0
Total				1 0	1 0
Total			1 0	1 0	
Total			1 0	1 0	
Total				3 0	3 0

# Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

				Top Number - Total Incidents	
				Bottom Number - Average time in hours	
				Low	Total
Metro A Desktop Support	PC/Laptop	None	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Virus	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total			2 0.00
	Total			2 0.00	2 0.00
Voice Operations	Telecom	Call/Receive	None	1 0.50	1 0.50
			Total	1 0.50	1 0.50
		Total			1 0.50
	Total			1 0.50	1 0.50
Total				3 0.25	3 0.25

INC000000057631	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Public Service Commissi	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000068015	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Public Service Commissi	Low	Resolved	TTR Missed:	No	TTR:	0.00

INC000000066746	Telecom	Call/Receive	None	TIR Missed:	No	TIR:	0.96
Voice Operations	Public Service Commissi	Low	Resolved	TTR Missed:	No	TTR:	1.00